



Transportation Interim Committee
September 20, 2022



August '22

Vehicle Services Stats

Transactions	8/1/21– 8/30/21	8/1/22– 8/30/22	Variance
Approved Titles	63,258	52,478	10,780
Replacement Titles	2,423	1,756	667
Counter Customers		520	
T&R / Dealer Title Only	1,784	1,636	148
Add Liens	1,858	1,323	534
Release Liens	4,564	4,054	510
Salvage	554	997	443
Escrow	4,743	4,413	330
Email Business Partners	Ask MERLIN = 1,766 Title Info = 1,911 Total = 3,677	Ask MERLIN = 2,104 Title Info = 2,598 Total = 4,702	338 687 1,025
Dealer Visits	52	87	35
VIN Inspections	197	148	49
Total VSB Transactions	83,110	72,114	10,996



Vehicle Services Updates

- Approve Title Pilot
- Staffing



August '22

Driver Services Stats

Customer Surveys	Jan. – March '22	Aug '22	Variance
Office Appearance	3.97	4.03	.06
MVD Staff Appearance	4.05	4.10	.05
Wait Time for Appt.	3.83	3.95	.12
Friendliness	4.46	4.43	.03
Knowledge	4.44	4.45	.01
Overall	4.19	4.18	.01



Selected Comments

Outstanding customer service from all in the office!(Kalispell Office)

Everything went smoothly & staff was helpful, pleasant & did a smooth job!(Stevensville Office)

These guys were great!(Columbus Office)

Very friendly and helped make the experience better (Billings Office)



August '22

RDC Stats

Transactions	Aug. '21	Aug. '22	Variance
Permanent Disability Placards Issued	2,092	3507	1,415
Temporary Disability Placards Issued	655	730	75
Certified Driver Record Processed	324	402	78
Non-Certified Driver Record Processed	314	125	189
Citations Entered	9,927	13,135	3,208
Alcohol Sanctions	357	395	38
Implied Consents	160	170	10
Other Sanctions	317	202	115
MT DL Surrenders	2,520	2,287	233
OOS License Surrendered to MT	2,079	2,550	471
Medical Sanctions	418	475	57
Mail-in Renewals/Replacements	3,097	1,497	1,600
RDC Manual Records Accessed	22,260	25,475	2,215
Total Transactions	42,852	50,950	9,704



August '22

RDC Stats

Phone Calls	Aug. '21	Aug. '22	Variance
Call Center	6,718	6,866	148
Commercial	1,414	1,077	337
Medical	236	902	666
Non-Commercial	5,254	3,211	2,043
Total Calls	13,622	13,928	306
Average Wait Time	7:11	12:41	5:30



August '22

	Aug. '21	Aug. '22	Variance
Total Transactions	35,617	35,461	156
Jan. - Aug. Transactions	226,511	255,920	29,409

Driver Services Stats

Big 8 Average Days Out	
Written	43
Drive	51
Renewal	51

Statewide Average Days Out	
Written	36
Drive	38
Renewal	33

Driver Services Updates



- Mobile Unit
- Philipsburg Station
- Subject Matter Experts



July – Aug '22

Authorized Agent Stats

Authorized Agents	Jul-Aug '21 Transactions	Jul-Aug '22 Transactions	Variance
Billings	10,795	13,026	2231
Bozeman	0	2,993	2993
Missoula	5638	5048	590
Total MVDE Transactions	16,433	21,067	4,634
Billings	147	576	429
Bozeman	927	553	374
Helena	220	273	53
Kalispell	821	914	93
Missoula	868	1092	224
Total AAA Transactions	2,983	3,408	425
First Student	10	2	8
Helena College	0	13	13
Wilson Logistics	9	12	3
Total CDL Testing Agents	19	27	8
Total Authorized Agent Transactions	19,435	24,502	5,067

MVD Authorized Agents



- New 3rd party CDL testers
 - Highlands College - Contract ready for signing, currently working with SITSD to put required infrastructure in place. CDL Skills Test course and Road Test Course approved
 - Miles City College - Site visit conducted; skills test layout approved.
 - Missoula College - Site visit conducted, awaiting information from college to complete I.T. infrastructure installation
- AAA New Driver's Course
 - In final development phase



Project Key Dates

Project Key Dates

Phase/Rollout	Start	Implementation Date	Systems Impacted
Rollout 1 – Scheduling	July 5, 2022	October 11, 2022	ITI/STS Appointment Scheduling
Rollout 2 – Driver Services	August 1, 2022	November 13, 2023	MERLIN – Driver Services
Rollout 3 – Vehicle Services	December 4, 2023	March 17, 2025	MERLIN – Vehicle Services



Project Milestones

Rollout 2 Key Milestones

The below table shows key dates as they relate specifically to Rollout 2 for Driver Services.

Milestone	Date	Description
Base Configuration Verification	January 3-13, 2023	Involve MVD users in verifying that configuration of CARS is proceeding as expected, pre-run of procedures for testing
Business Testing Start	March 20, 2023	MVD staff begin testing with made-up data and targeted scenarios
Interface Development Deadline	July 10, 2023	All partners have completed sufficient interface development and setup to permit testing by end users and for End-to-End Testing.
End to End Testing Start	July 31, 2023	MVD users and outside partners test with full production volume and business processes.

CARS Demo

- Matt Zeltwanger | FAST
CARS Project Manager
- Jimmy Quinlivan | MVD
Business Analyst II
- Felisha Koch | MVD
RDC Deputy Bureau Chief

